

# Privacy Policy

Repair India and its affiliates (collectively, "Repair India", "we" or "us") are engaged in the business of providing web-based solutions to facilitate connections between customers that seek specific services and service professionals that offer these services. This Policy outlines our practices in relation to the collection, storage, usage, processing, and disclosure of personal data that you have consented to share with us when you access, use, or otherwise interact with our website available at <https://www.repairindia.in> or mobile application 'Repair India' (collectively, "Platform") or avail products or services that Repair India offers you on or through the Platform (collectively, the "Services"). In this Policy, the services offered to you by service professionals on or through the Platform are referred to as "Professional Services".

At Repair India, we are committed to protecting your personal data and respecting your privacy. In order to provide you with access to the Services or the Professional Services, we have to collect and otherwise process certain data about you. This Policy explains how we process and use personal data about you.

Please note that unless specifically defined in this Policy, capitalised terms shall have the same meaning ascribed to them in our Terms and Conditions, available at [TERMS AND CONDITIONS](#) ("Terms"). Please read this Policy in consonance with the Terms.

By using the Services, you confirm that you have read and agree to be bound by this Policy and consent to the processing activities described under this Policy.

Please refer to Section 1 to understand how the terms of this Policy apply to you.

## 1. BACKGROUND AND KEY INFORMATION

### How this Policy applies:

This Policy applies to individuals who access or use the Services or otherwise avail the Professional Services. For the avoidance of doubt, references to "you" across this Policy are to an end user that uses the Platform.

By using the Platform, you consent to the collection, storage, usage, and disclosure of your personal data, as described in and collected by us in accordance with this Policy.

### Review and Updates:

We regularly review and update our Privacy Policy, and we request you to regularly review this Policy. It is important that the personal data we hold about you is accurate and current. Please let us know if your personal data changes during your relationship with us.

### Third-Party Services:

The Platform may include links to third-party websites, plug-ins, services, and applications ("Third-Party Services"). Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We neither control nor endorse these Third-Party Services and are not responsible for their privacy statements. When you leave the Platform or access third-party links through the Platform, we encourage you to read the privacy policy of such third-party service providers.

## 2. PERSONAL DATA THAT WE COLLECT

(a) We collect different types of personal data about you. This includes, but is not limited to:

- **Contact Data:** Such as your mailing or home address, location, email addresses, and mobile numbers.
- **Identity and Profile Data:** Such as your name, username or similar identifiers, photographs, and gender.
- **Marketing and Communications Data:** Such as your address, email address, information posted in service requests, offers, wants, feedback, comments, pictures and discussions in our blog and chat boxes,

responses to user surveys and polls, your preferences in receiving marketing communications from us and our third parties, and your communication preferences. We also collect your chat and call records when you communicate with service professionals through the Platform.

- **Technical Data:** Which includes your IP address, browser type, internet service provider, details of operating system, access time, page views, device ID, device type, frequency of visiting our website and use of the Platform, website and mobile application activity, clicks, date and time stamps, location data, and other technology on the devices that you use to access the Platform.
- **Transaction Data:** Such as details of the Services or Professional Services you have availed, a limited portion of your credit or debit card details for tracking transactions that are provided to us by payment processors, and UPI IDs for processing payments.
- **Usage Data:** Which includes information about how you use the Services and Professional Services, your activity on the Platform, booking history, user taps and clicks, user interests, time spent on the Platform, details about user journey on the mobile application, and page views.

(b) We also collect, use, and share aggregated data such as statistical or demographic data for any purpose. Aggregated data could be derived from your personal data but is not considered personal data under law as it does not directly or indirectly reveal your identity. However, if we combine or connect aggregated data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this Policy.

(c) **What happens if I refuse to provide my personal data?** Where we need to collect personal data by law, or under the terms of a contract (such as the Terms), and you fail to provide that data when requested, we may not be able to perform the contract (for example, to provide you with the Services). In this case, we may have to cancel or limit your access to the Services.

### 3. HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect personal data from and about you including through:

- **Direct Interactions:** You provide us your personal data when you interact with us. This includes personal data you provide when you:
  - Create an account or profile with us;
  - Use our Services or carry out other activities in connection with the Services;
  - Enter a promotion, user poll, or online surveys;
  - Request marketing communications to be sent to you; or
  - Report a problem with the platform and/or our services, give us feedback or contact us.
- **Automated Technologies or Interactions:** Each time you visit the Platform or use the Services, we will automatically collect Technical Data about your equipment, browsing actions, and patterns. We collect this personal data by using cookies, web beacons, pixel tags, server logs, and other similar technologies. We may also receive Technical Data about you if you visit other websites or apps that employ our cookies.
- **Third Parties or Publicly Available Sources:** We will receive personal data about you from various third parties:
  - Technical data from analytics providers such as Facebook and advertising networks;
  - Identity and profile-related Data and Contact Data from service professionals, publicly available sources, etc.;
  - Personal data about you from our affiliate entities.

### 4. HOW DO WE USE YOUR PERSONAL DATA?

(a) We will only use your personal data when the law allows us to. Most commonly, we will use your personal data where we need to provide you with the Services, enable you to use the Professional Services, or where we need to comply with a legal obligation. We use your personal data for the following purposes:

- To verify your identity to register you as a user, and create your user account with us on the Platform;
- To provide the Services to you;
- To enable the provision of Professional Services to you;
- To monitor trends and personalise your experience;
- To improve the functionality of our Services based on the information and feedback we receive from you;
- To improve customer service to effectively respond to your Service requests and support needs;
- To track transactions and process payments;
- To notify you about changes to our Services;
- To provide you with information about other goods and services we offer that are similar to those that you have already purchased or enquired about;
- To provide you with information about services we think you may be interested in, where you have consented to receive such information;
- To help us in marketing our Services and Professional Services and to manage marketing and promotional activities;
- To administer and protect our business and the Platform, including troubleshooting, data analysis, testing, system maintenance, support, reporting, and hosting of data;
- To conduct surveys and research;
- To comply with our legal obligations and protect our legal rights;
- To respond to requests, legal orders, and requests from public and government authorities.

(b) **Marketing and Promotions:** We may use your Identity and Contact Data to provide you with information about services similar to those that you have already purchased or enquired about, or to provide you with updates, newsletters, surveys, and other promotional materials that we think may be of interest to you.

(c) **Administrative and Legal Purposes:** We may use your personal data to meet any legal obligations and respond to lawful requests from public authorities or other authorities to meet legal and regulatory requirements.

## 5. SHARING YOUR PERSONAL DATA

(a) We may share your personal data with the following third parties and for the following purposes:

- **Service Providers:** We may share your personal data with service providers who perform services on our behalf. These services include payment processing, data analysis, email delivery, hosting services, and customer service.
- **Professional Service Providers:** We may share your personal data with service professionals for the purpose of providing the Professional Services to you, such as processing service requests and facilitating transactions.
- **Affiliates:** We may share your personal data with our affiliates for the purposes described in this Policy, including to provide you with Services and to manage and administer our business.
- **Business Transfers:** In the event that Repair India is involved in a merger, acquisition, or any form of sale of some or all of its assets, your personal data may be transferred as part of that transaction. We will notify you of any such change in ownership or control of your personal data.

- **Legal Requirements:** We may disclose your personal data if required to do so by law or in response to valid requests by public authorities (e.g., a subpoena or court order).
- **Professional Advisers:** We may share your personal data with our professional advisers, such as lawyers, bankers, auditors, and insurers, who provide consultancy, banking, legal, insurance, and accounting services.

## 6. SECURITY OF YOUR PERSONAL DATA

We implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk of processing your personal data. These measures are designed to protect your personal data from unauthorized access, disclosure, alteration, or destruction. However, no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee its absolute security.

## 7. DATA RETENTION

We will retain your personal data only as long as reasonably necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements. The retention period will depend on the type of data and its relevance to the Services or Professional Services we provide to you.

## 8. CHILDREN'S PRIVACY

The Services and the Platform are not intended for individuals under the age of 18. We do not knowingly collect personal data from children under 18. If we become aware that we have collected personal data from a child under 18 without verification of parental consent, we will take steps to delete such information.

## 9. INTERNATIONAL TRANSFERS

We may transfer your personal data to, and store it at, a destination outside your country. The data protection laws in these other countries may not be as comprehensive as those in your country. However, we will ensure that appropriate safeguards are in place to protect your personal data and comply with applicable data protection laws when transferring personal data internationally.

## 10. YOUR RIGHTS

You have the following rights with respect to your personal data:

- **Access:** You have the right to request a copy of the personal data we hold about you.
- **Correction:** You have the right to request that we correct any inaccuracies in your personal data.
- **Deletion:** You have the right to request that we delete your personal data, subject to certain conditions.
- **Objection:** You have the right to object to our processing of your personal data in certain circumstances.
- **Restriction:** You have the right to request that we restrict the processing of your personal data in certain circumstances.
- **Portability:** You have the right to request that we transfer your personal data to another organization or to you in a structured, commonly used, and machine-readable format.
- **Withdraw Consent:** If we rely on your consent as the legal basis for processing your personal data, you have the right to withdraw your consent at any time.

To exercise these rights, please contact us at the contact details provided below.

## 11. CONTACT US

If you have any questions about this Privacy Policy, our privacy practices, or if you wish to exercise your rights, please contact us at:

Email: [info@repairindia.in](mailto:info@repairindia.in)

Address: Repair India, 6th, GF, Saket Commercial Complex, New Railway Road, Gurugram, 122001

## 12. CHANGES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any changes we make will be posted on this page and, where appropriate, notified to you by email or through the Platform. We encourage you to review this Privacy Policy periodically to stay informed about how we are protecting your personal data.